



THE CITY OF NASHUA

"The Gate City"

*Administrative Services*  
*Purchasing Department*

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## Appendix A

RFP 0326-111020 IT Consulting-Microsoft Exchange Upgrade

Scope of Work

Bid Form

## Scope of Work

The City of Nashua is seeking the services of a contractor to assist in the upgrade of the current Microsoft Exchange environment to a more current release. The options are either Microsoft Exchange 2016 or 2019. Environment will remain on premise. The contractor will provide a scope to include the following:

- Topology, Mail Routing, & Client Access Design
- Prep needed on existing Exchange environment for upgrade/migration
- Prep needed on existing Active Directory environment for upgrade/migration
- Outline number of servers and resource specifications required for new environment
- Advise in Exchange Role installations
- Exchange High Availability Design and Implementation
- Implement Email encryption such as Transport Level Security (TLS)
- Testing and Corrections
- Knowledge Transfer
- Mailbox and Global Address Book migration
- Verify user mailbox access
- Verify OWA access
- Verify mobile device access
- Provide system build and administrator's documentation
- Maintain Internal Relay for notifications from internal servers – Lawson/Infor, Hyland/OnBase, Kronos
- Advise on a Multi-factor Authentication solution to be incorporated at a later date

The City of Nashua currently uses Microsoft Exchange 2010. The current environment is as follows:

- 5 Domain Controllers running Windows Server 2012 R2 Datacenter
- Domain Functional Level – Windows Server 2008 R2
- Two domains – one parent, one child
- 630 Mailboxes
- 300 Distribution Lists
- 400+ Public Folders
- 9 Mailbox Databases
- 1 Client Access Server – Hub Transport, Client Access
- 2 Mailbox Servers in Database Availability Group
- DNS and DHCP services provided internally
- Group Policy used extensively
- All servers are virtualized on VMware v6.7
- Multiple versions of MS Office are deployed throughout the City and can be upgraded as necessary
- City utilizes Veeam v10 for backups
- Unified Messaging (UM) is provided through the City's Cisco VOIP system

City of Nashua IT will provide all of the software and hardware required for the project. As part of the project, the contractor will provide a recommendation for the hardware and software required for the migration.

## Requirements

- Planning, Architecture and Design of a Highly Available Exchange Server Environment (provide design document)
- Advise on any required Firewall modifications for the new Exchange environment
- Setup Exchange Server environment in high availability mode to include two (2) gateway servers using two different Internet Service Providers
- Work with City IT staff to Configure and Test Backups for the new Exchange Environment
- Configure and Test Email Routing/Mail flow for the new Exchange Environment
- Migrate 1% of user mailboxes and Distribution lists from existing environment to the new Exchange Environment
- Provide migration plan for remaining mailboxes, distribution lists, and Public folders
- Configure Outlook Profile for Users and provide assistance to the City IT helpdesk for end-user rollout and adoption
- Configure Outlook Anywhere, Outlook Web App, and ActiveSync for mobile access; with support for multifactor authentication
- Advise on the options for existing Public Folders
- Project will be completed within 90 days of award notification

**NOTE:** The City of Nashua expects that there will be minimal to no downtime relative to onboarding and migration of Exchange Mail services.

## BID FORM

Project Identification : Microsoft Exchange Consulting Contractor

Bid Identification Number: RFP0326-111020

This Bid is submitted to: City of Nashua  
Purchasing Department  
229 Main Street, City Hall  
Nashua, NH 03061-2019

1. The undersigned Vendor proposes and agrees, if this proposal is accepted, to enter into an agreement with the City in the form included in the RFP Documents to perform all Work as specified or indicated in the RFP Documents for the prices and within the times indicated in this proposal and in accordance with the other terms and conditions of the RFP Documents.
2. Vendor accepts all of the terms and conditions of the Advertisement or Request for Proposals and Instructions to Vendors, including without limitation those dealing with the disposition of **RFP** security. The proposal will remain subject to acceptance for ninety (90) days after the day of proposal opening, or for such longer period of time that Vendor may agree to in writing upon request of the City.
3. In submitting this Bid, Vendor represents, as set forth in the Agreement, that:
  - A. Vendor has examined and carefully studied the Bidding Documents and the following Addenda, receipt of all which is hereby acknowledged.

Addendum No.

Addendum Date

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
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4. If applicable to the project proposal, Vendor has visited the Site and become familiar with and is satisfied as to the general, local and site conditions that may affect cost, progress, and performance of the work.
5. Vendor is familiar with and is satisfied as to all federal, state and local Laws and Regulations that may affect cost, progress and performance of the bid.
6. Vendor has given the City written notice of all conflicts, errors, ambiguities, or discrepancies that Vendor has discovered in the RFP. Documents and the written resolution thereof by the City is acceptable to Vendor.
7. The RFP. Documents are generally sufficient to indicate and convey understanding of all terms and conditions for performance of the Work for which this proposal is submitted.

## Appendix A

8. Vendor further represents that this Bid is genuine and not made in the interest of or on behalf of any undisclosed individual or entity and is not submitted in conformity with any agreement or rules of any group, association, organization or corporation; Vendor has not directly or indirectly induced or solicited any other Bidder to submit a false or sham Bid; Vendor has not solicited or induced any individual or entity to refrain from bidding; and Vendor has not sought by collusion to obtain for itself any advantage over any other Bidder or over the City.
9. The following documents are attached to and made a condition of this **RFP**:
  - a. Scope of Work
  - b. Product Specifications
  - c. Detailed Cost Proposal
  - d. Contractor's Qualification Statement

### Submitted by:

Name of Organization \_\_\_\_\_

Name of Individual \_\_\_\_\_

Title \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Telephone/Email: \_\_\_\_\_

Signature\_\_\_\_\_Date\_\_\_\_\_

## Appendix A

**Bid Form (RFP0326-111020)**

In compliance with your Invitation for Bid, we hereby submit our proposal for the above project. **Note: please refer to Appendix A: Scope of Work for additional details on these specs.** Quote must reflect the specs in the SOW. Any exceptions to requested specs on Appendix A should be noted by each exception below.

## Part A: Scope of Work Narrative

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## Part B: Product Specifications

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## Appendix A

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### Part C: Detailed Cost Proposal

Provide a proposed fee structure for services provided that includes the hourly rate of key project personnel and support staff, any reimbursable and other expenses anticipated to be charged to this contract. The price proposal should identify what level or effort and work product is expected from City staff.

Proposals should be inclusive of all costs necessary to execute this project

General Requirements	
Planning, Architecture and Design of a Highly Available Exchange Server Environment (provide design document)	
Advise on any required Firewall modifications for the new Exchange environment	
Setup Exchange Server environment in high availability mode to include two (2) gateway servers using two different Internet Service Providers	
Work with City IT staff to Configure and Test Backups for the new Exchange Environment	
Configure and Test Email Routing/Mail flow for the new Exchange Environment	
Migrate 1% of user mailboxes and Distribution lists from existing environment to the new Exchange Environment	
Provide migration plan for remaining mailboxes, distribution lists, and Public folders	
Configure Outlook Profile for Users and provide assistance to the City IT helpdesk for end-user rollout and adoption	
Configure Outlook Anywhere, Outlook Web App, and ActiveSync for mobile access; with support for multifactor authentication	
Advise on the options for existing Public Folders	
Project will be completed within 90 days of award notification	
Total Project Cost	

## Appendix A

### Part D: Experience and Qualifications

Schedule A-1: Qualification Statement detailing experience on similar projects of scope, size & scale.

Schedule A-2: References: include at least 3 professional references (business name, contact, email address & phone number). References may be contacted as part of our preliminary bid review to assist project committee in assessing Vendor qualifications. Current City of Nashua personnel and elected officials shall not be used as references.

Schedule A-3: City Projects: Provide a list of project awards Vendor has received from the City of Nashua in the past 5 years. Please include project detail, City department and City project lead.

Acknowledgement is made of receipt of the following bid documents: Invitation for bid, Appendix A (Scope of Work), Appendix B (Terms, Federal Clauses), Appendix C (Bid Form), Appendix D (Bid Express Guides)

\_\_\_\_\_  
(Name of Bidding Vendor)

\_\_\_\_\_  
(Signature)

Immigration Reform and Control Act of 1986: The undersigned certifies that it does not and will not during the performance of this Contract violate the provisions of the Federal Immigration Reform and Control Act of 1986, which prohibits employment of illegal aliens.

Disqualification of Bidders: By signing this bid or proposal, the undersigned certifies that this person/firm/corporation is not currently barred from bidding on contracts by any Federal Agency or Agency of the State of New Hampshire, nor is this person/firm/corporation a part of any firm/corporation that is currently barred from bidding on contracts by any Federal Agency or Agency of the State of New Hampshire. We have attached an explanation of any previous debarment(s) and copies of notice(s) of reinstatement(s).

I certify that the firm name given below is the true and complete name of the bidder and that the bidder is legally qualified and licensed by the Commonwealth of Virginia, Department of Commerce, State Board for Contractors, to perform all work included in the scope of the Contract.

Bidder \_\_\_\_\_  
(Name of Firm)

By (signature) \_\_\_\_\_

(typed name) \_\_\_\_\_

Date \_\_\_\_\_





Administrative Services  
Purchasing Department

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Schedule A-2: References: include at least 3 professional references

Business Name	Contact	Email Address	Phone Number	Location	Brief Project Description

**\*\*Note:** Current City of Nashua personnel and elected officials shall not be used as references.

Schedule A-3 – City Projects: Vendor has completed for the City of Nashua in the past Five (5) Years

Name, Location and Description of Project	City Project Lead	City Department	Date Completed	Contract Price